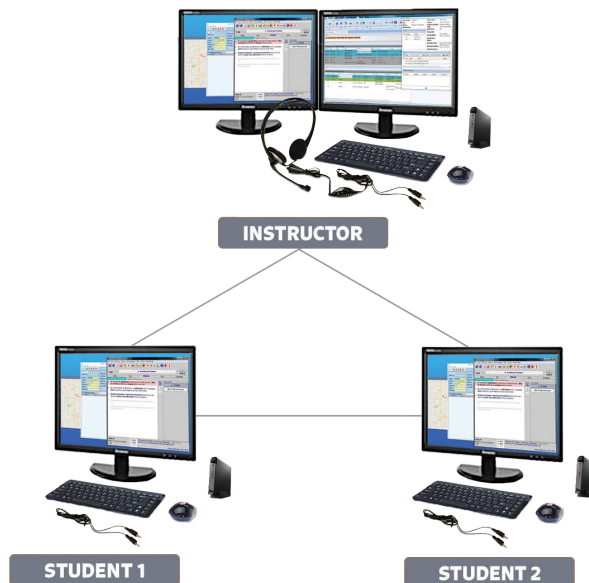




SETUP GUIDE BASIC 2 STUDENTS



SETUP INSTRUCTIONS REALITY BASIC

When receiving your shipment the boxes have packing slips, please confirm all details. All stations were tested prior to shipping. Be sure to adhere to the settings listed on the sticker on the stations.

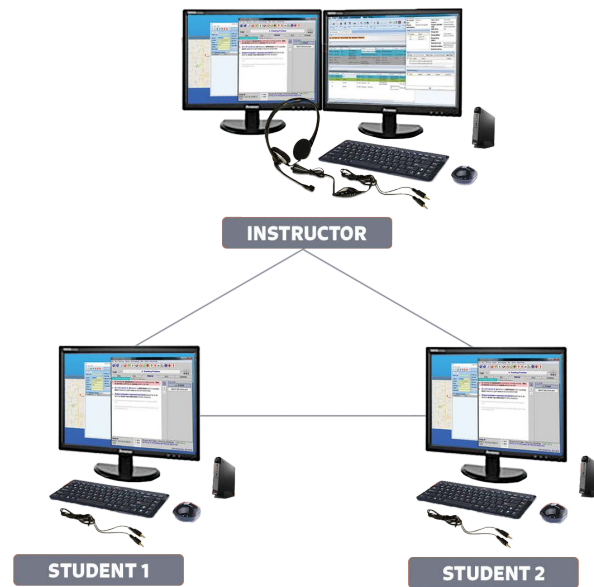


- a. DP Cables connect the Lenovo INSTRUCTOR computer to the view screen.
- b. The white Cat7 cables connect the computers to the router - use LAN1 LAN 2 LAN 3.



BASIC stations do not go on the internet. Ensure wifi settings are off. This router is ONLY for connecting the Students to the Instructor so do not use the yellow port.

SETUP INSTRUCTIONS REALITY BASIC



In this image you can see the simulator set up. You will want to set up the Instructor and the Students far enough apart not to see or hear one another. If they must be in the same room put them on opposite sides not facing one another.

Unpack all computers, screens , router and cords. The router can sit by either the Instructor or Student.

Connect all cords.

DP cords from the back of the Instructor computer to the view screen. White Cat 7 from the back of the computers to the router.

Computer power cords and screen power cords to power surge protector. Keyboard and mouse into the back of the computer. Two people can sit at each station, one working one listening.

Headset jacks into the front of the computer (mic and headset) monitor headsets share ears.

Power up router.

Power up Instructor and sign on then Students and sign on. Instructor VIEW STUDENT both Students - DRAG to view screen and minimize to watch the one that is taking the call.

Do not change any settings, stations were previously configured and extensively tested simulator ready to use for call taking, radio dispatch.

Test according to the TEST PAGE

Your first time using the 'simulation' software – test sound levels - adjust accordingly

Step One: setup stations – attach headsets & viewscreens.

Step Two: Now turn on router then computers.

Step Three: Headsets must be connected or you will get an 'audio error'.

Step Four: Click on Start Simulation Icon on Instructor first, sign in. Students should 'see' Instructor - select and sign in. Remember Student being called is a green bar, observing Student red bar.

Step Five: Instructor select VIEW STUDENTS both Students, the Student screen image will appear over your Instructor screen, drag over to 2nd screen. Reduce the one not being called.

Step Six: Instructor selects ALL and calls on 9-1-1 line 1 - to Student one. WHILE ON LINE 1 select an ALL and call on line 2. Repeat for Student two.

Step Seven: Test both RADIO channels, hold down cursor on radio icon. Both Students use radio.

Step Eight: Test all lines; 911, business, ring down and sound effects. Test the recorder according to directions. Initiate a full call in CAD and use Instructor Notes.

Shutting Down: All phone lines & Recorder *must be* disconnected. Upper right X corner of Instructor shuts down both the Instructor and the Student. *It takes a full minute for the Student to shut down.*

Check the Instructor Notes folder, Recordings folders and Student folders that appeared on the desktop. Delete tests.

SPECIAL INSTRUCTIONS

Video Tutorials explain in detail how each function works for both the simulator and for the 911 Academy and Trainer Tools. Please take the time to watch all the video tutorials. If you have any questions or concerns please call us PST 253.435.0911 or email support@911Trainer.com.

Keep all boxes - return policy is 5 days from delivery with 15% restock fee - call for return authorization.

Do not change the name of the computer or the connection will not work properly. Do not change network settings, it's plug and play. The internet is needed for mapping only. Do not add a password to open the station.

FIREWALLS OFF, RESTORE POINTS OFF, NO WINDOWS UPDATES!

Ensure headsets are not on MUTE or the volume is turned down. In the event there is NO sound try another headset. Any other sound problems reboot and check on the Ethernet connection or cord Cat7 cord replacement. Headsets may be plugged in backwards. Wifi is often turned on and this will affect the operation of the stations. **WIFI OFF.**

TROUBLESHOOTING

For help or training or re training we can use JoinMe screen share

IF THIS HAPPENS	IT COULD BE THIS
Sounds are underwater	Check NETWORK SETTINGS. Turn off WiFi. Reboot
View Screen doesn't show	Check connection cords. Check VNC settings - reinstall Tight VNC.
Student cannot sign on	Thenetwork isn't properlyset up. Check cords.
Volume is too low	Go to Speaker icon on the bottom menu, open mixer and check volume levels. Check your headset volume.
Volume is too low on radio	Check the volume bars below the radio - adjust headset
Audio Error When Starting	Headsets must be plugged in prior to start.
Can't hear anything	Check the plug in for the computer from the headset. Check to ensure network is connected. Bad headset?
Wrong ALI Showed up	You must ensure the ALI is properly selected or the last ALI will reappear.
Narrative won't enter	Must hit the clock button for the timestamp.
Selected Student 1, Student 2 rang instead	On the first call you must manually select the connected Student you want or it will default.
The record feature didn't record the call.	Turn on the recorder prior to making a call, and turn the recorder off after hanging up.
The .rec call wouldn't open or play.	The only way to play an .rec call is to open it in the Replay. You can convert rec to mp3 online
Simulation software seems frozen or is doing things different, not working as before.	Like with any software that seems to be stuck - reboot. If that doesn't work call 1.253.435.0911 and talk to us or email support@911trainer.com .